

PSC NO. 3 GAS
St. Lawrence Gas Company, Inc.
Initial Effective Date: 06/04/2004

Leaf: 71
Revision: 0
Superseding Revision:

GENERAL INFORMATION

2. General Rules, Regulations, Terms and Conditions: (Cont'd)

III. Metering, Billing, Discontinuance of Service and Complaints: (Cont'd)

L. Deferred Payment Agreement - Non-residential Customers: (Cont'd)

2. Eligibility: (Cont'd)

vi. a customer who the company can demonstrate has the resources to pay the bill, provided that the company notifies the customer of its reasons and of the customer's right to contest this determination through the Commission's complaint procedures.

b. The Commission or its authorized designee may order the company to offer a deferred payment agreement in accordance with this rule to a customer whom it finds this rule intended to protect, when an agreement is necessary for a fair and equitable resolution of an individual complaint.

3. Contents of Offer:

a. Every offer of a deferred payment agreement shall inform the customer of the availability of a deferred payment agreement for eligible customers, set forth generally the minimum terms to which such customer is entitled, explain that more generous terms may be possible, and specify the telephone number and the times to call in order to discuss an agreement.